Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Board of Pardons and Parole	Application Services	Danielle Hood	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro C Desktop Support	Benjamin Moore	0 0	1 0	1 0
		Ed Radke	0 0	1 0	1 0
		Tammy Black	0 0	9 2	9 2
		Assigned to Individual Total	0 0	11 2	11 2
	Metro C Help Desk	Cliff Jensen	0 0	7 7	7 7
		Reed Stohel	0 0	14 13	14 13
		Ross Owen	0 0	7 6	7 6
		Assigned to Individual Total	0 0	28 26	28 26
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0	2 0

Board of Pardons and Parole

			High	Low	FCR Total
Board of Pardons and Parole	Voice Operations	Assigned to Individual Total	1 0	1 0	2 0
	Assigned Group Total		1 0	41 28	42 28
Customer Company Total			1 0	41 28	42 28

Board of Pardons and Parole

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents**		
			Bottom Number - Missed Inital Response		
			High	Low	MIR Total
Board of Pardons and Parole	Application Services	Danielle Hood	0 / 0	1 / 1	1 / 1
		Assigned to Individual Total	0 / 0	1 / 1	1 / 1
	Metro C Desktop Support	Benjamin Moore	0 / 0	1 / 0	1 / 0
		Ed Radke	0 / 0	1 / 1	1 / 1
		Tammy Black	0 / 0	9 / 0	9 / 0
		Assigned to Individual Total	0 / 0	11 / 1	11 / 1
	Metro C Help Desk	Cliff Jensen	0 / 0	7 / 0	7 / 0
		Reed Stohel	0 / 0	14 / 0	14 / 0
		Ross Owen	0 / 0	7 / 1	7 / 1
		Assigned to Individual Total	0 / 0	28 / 1	28 / 1
	Voice Operations	Romanza Hamblin Sorensen	1 / 0	1 / 0	2 / 0

Board of Pardons and Parole

			High	Low	MIR Total
Board of Pardons and Parole	Voice Operations	**Assigned to Individual Total**	1 0	1 0	2 0
	Assigned Group Total		1 0	41 3	42 3
Customer Company Total			1 0	41 3	42 3

Board of Pardons and Parole

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Board of Pardons and Parole	Application Services	Danielle Hood	0 0.00	1 1.35	1 1.35
		Assigned to Individual Total	0 0.00	1 1.35	1 1.35
	Metro C Desktop Support	Benjamin Moore	0 0.00	1 0.00	1 0.00
		Ed Radke	0 0.00	1 2.71	1 2.71
		Tammy Black	0 0.00	9 0.21	9 0.21
		Assigned to Individual Total	0 0.00	11 0.42	11 0.42
	Metro C Help Desk	Cliff Jensen	0 0.00	7 0.00	7 0.00
		Reed Stohel	0 0.00	14 0.01	14 0.01
		Ross Owen	0 0.00	7 0.28	7 0.28
		Assigned to Individual Total	0 0.00	28 0.07	28 0.07

Board of Pardons and Parole

			High	Low	ATTIR Total
Board of Pardons and Parole	Voice Operations	Romanza Hamblin Sorensen	1 0.08	1 0.35	2 0.22
		Assigned to Individual Total	1 0.08	1 0.35	2 0.22
	Assigned Group Total		1 0.08	41 0.20	42 0.20
Customer Company Total			1 0.08	41 0.20	42 0.20

Board of Pardons and Parole

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Board of Pardons and Parole	Application Services	Danielle Hood	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro C Desktop Support	Benjamin Moore	0 0	1 0	1 0
		Ed Radke	0 0	1 0	1 0
		Tammy Black	0 0	9 1	9 1
		Assigned to Individual Total	0 0	11 1	11 1
	Metro C Help Desk	Cliff Jensen	0 0	7 0	7 0
		Reed Stohel	0 0	14 0	14 0
		Ross Owen	0 0	7 0	7 0
		Assigned to Individual Total	0 0	28 0	28 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0	2 0

Board of Pardons and Parole

			High	Low	MR Total
Board of Pardons and Parole	Voice Operations	Assigned to Individual Total	1 0	1 0	2 0
	Assigned Group Total		1 0	41 1	42 1
Customer Company Total			1 0	41 1	42 1

Enterprise Incident Report January 2013

As of 2/1/2013

Board of Pardons and Parole

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Board of Pardons and Parole	Application Services	Danielle Hood	0 0.00	1 1.35	1 1.35
		Assigned to Individual Total	0 0.00	1 1.35	1 1.35
	Metro C Desktop Support	Benjamin Moore	0 0.00	1 0.00	1 0.00
		Ed Radke	0 0.00	1 2.71	1 2.71
		Tammy Black	0 0.00	9 0.95	9 0.95
		Assigned to Individual Total	0 0.00	11 1.02	11 1.02
	Metro C Help Desk	Cliff Jensen	0 0.00	7 0.00	7 0.00
		Reed Stohel	0 0.00	14 0.01	14 0.01
		Ross Owen	0 0.00	7 0.29	7 0.29
		Assigned to Individual Total	0 0.00	28 0.07	28 0.07

Board of Pardons and Parole

			High	Low	ATTR Total
Board of Pardons and Parole	Voice Operations	Romanza Hamblin Sorensen	1 0.08	1 0.91	2 0.49
		Assigned to Individual Total	1 0.08	1 0.91	2 0.49
	Assigned Group Total		1 0.08	41 0.38	42 0.37
Customer Company Total			1 0.08	41 0.38	42 0.37

Board of Pardons and Parole

Detail

INC000000633434	Jim Hatch	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000633563	Julie K Brown	Telecom	Dial Tone	Telephone		TIR Missed: No	0.08
Voice Operations	Romanza Hamblin Sorensen	Board of Pardons and Parole	High	Closed	TTR Missed: No	0.08
INC000000634520	Melissa Stapley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000634551	Melissa Stapley	Application	Error	Gmail		TIR Missed: Yes	1.96
Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	1.96
INC000000634750	Jesse Gallegos	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000634789	Stacie Russell	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000634803	Melissa Stapley	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.94
Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed: Yes	7.56
INC000000634857	Kym Chaplin	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000634910	Chyleen Arbon	None	None	None		TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000635236	Jan Nicol	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000635316	Angela Micklos	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: Yes	1.35
Application Services	Danielle Hood	Board of Pardons and Parole	Low	Closed	TTR Missed: No	1.35
INC000000635947	John Green	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000635988	John Green	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000636267	Kym Chaplin	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000636280	Chyleen Arbon	None	None	None		TIR Missed: No	0.00
Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000636707	Julie K Brown	Telecom	Hardware	Telephone		TIR Missed: No	0.35
Voice Operations	Romanza Hamblin Sorensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.91

Board of Pardons and Parole

INC000000638227	Melissa Stapley	Application	Error	Offender Tracking		TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000638395	Claudette Froehle	None	None	None		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000638463	Jim Hatch	PC/Laptop	Performance	None		TIR Missed: No	0.22
Metro C Desktop Support		Tammy Black	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.22
INC000000638682	Melissa Stapley	Application	Error	Offender Tracking		TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.05
INC000000638967	Clark A Harms	None	None	None		TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000639071	Jim Hatch	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000640116	Jennifer Bartell	PC/Laptop	Hardware	None		TIR Missed: No	0.37
Metro C Desktop Support		Tammy Black	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.37
INC000000640887	Kym Chaplin	Network	None	None		TIR Missed: No	0.00
Metro C Desktop Support		Tammy Black	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000641459	Susanne Escobar	Application	Error	Offender Tracking		TIR Missed: No	0.02
Metro C Desktop Support		Tammy Black	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.02
INC000000641913	Taryn Hardman	PC/Laptop	Password	None		TIR Missed: Yes	2.71
Metro C Desktop Support		Ed Radke	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	2.71
INC000000642140	Kinsey Lytle	None	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000642171	John Green	None	None	None		TIR Missed: No	0.00
Metro C Desktop Support		Benjamin Moore	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000642207	Ann Galvin	None	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000642326	Susanne Escobar	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000642360	Kenneth Bingham	None	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000642401	Cathy Crawford	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000642420	Cathy Crawford	Application	Error	Microsoft Word		TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00

Board of Pardons and Parole

INC000000642563	Tatiana Karaivanova	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000642657	Kent W Jones	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000642679	Tatiana Karaivanova	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000642984	Julie K Brown	Network	Incident	None	TIR Missed: No	0.22
Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.22
INC000000643033	Kent W Jones	Network	None	None	TIR Missed: No	0.08
Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.08
INC000000643747	Stacie Russell	Application	Error	Offender Tracking	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000644111	Julie K Brown	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000644220	Julie K Brown	None	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000644320	Kent W Jones	None	None	ZENworks for Desktops	TIR Missed: No	0.13
Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.13